



**The City of Nashua, NH**  
*Invites your application for the position of:*



# TRANSIT ADMINISTRATOR

Community Development Division



City of Nashua • 229 Main Street • Nashua, NH • (603)589-3000 • [www.NashuaNH.gov](http://www.NashuaNH.gov)





# The Community

Nashua, New Hampshire is a vibrant, thriving former mill town that was first settled in 1655 and officially declared a city in 1853. Situated along the Merrimack and Nashua Rivers, the “Gate City” is the doorway to New Hampshire from Massachusetts, and 45 minutes from Boston. With a population of 89,000 residents inhabiting 32 square miles, Nashua is New Hampshire’s 2nd largest City. Surrounded by towns sporting quintessential colonial New England charm, Nashua serves as the hub of the region, offering residents and visitors a vibrant arts community that includes galleries, music and theater, an array of dining destinations guaranteed to satisfy every culinary mood, tax-free shopping at local boutiques and specialty stores or your favorite well-known retailers. A progressive public school system, extensive parks, a creative and active Recreation department all lend to Nashua being a wonderful community in which to raise a family.

Nashua is the only city in America to be ranked #1 Best Place to Live by Money magazine twice, and was just named in the top 100 cities across the nation for 2019, including best in NH. Its traditional New Hampshire heritage, combined with progressive New England urban qualities and vitality, attracts people in every stage of life. Forbes.com agrees, calling Nashua America’s 7th Most Livable City. Business Week named Nashua the number one Best Place to Raise Your Kids in New Hampshire and ranked Nashua in the top 50 of all cities nationwide. Recently named the Most Diverse Place to Live in New Hampshire by HomeSnacks and WalletHub’s Best Place for Millennials in Hillsborough County, among others, Nashua welcomes everyone from its long-time citizens to new American’s.



## The City

Nashua operates under a City Charter form of government lead by a Mayor and fifteen-member Board of Aldermen. The Mayor is the administrative head of the City and is elected to a four-year term. Aldermen are elected to two or four-year terms and serve as the policy-making entity of the City.



## The Community Development Division

The Community Development Division (CDD) helps guide the City of Nashua, its citizens, and the private sector towards a better vision for the City’s future. The Division’s components include the departments of Transportation, Planning, Building Safety, Code Enforcement, Urban Programs, and Waterways. The Transit Administrator is an essential part of the CDD leadership team, reporting directly to the Community Development Division Director.



## The Transportation Department

The Transit Administrator manages the Nashua Transit System (NTS), provides supervision to a team of nine administrative and maintenance staff and provides oversight to 35 contracted staff. With a budget of just over \$3 million annually, NTS operates 12 fixed route and 9 paratransit vehicles providing approximately 450,000 annual trips.



# The Position

The Transit Administrator oversees the safety, funding, passenger experience, daily operations and ensures the safe efficient operation of the transit system, including its vehicles, employees, passengers, contractors, offices, garages, bus stops, and shelters.

- Provides leadership to effectively guide Nashua Transit System.
- Improve the coordination and support of all modes of transportation within, to and from, and through the City of Nashua, including coordination with other transit agencies.
- Ensure compliance with all relevant City, State of New Hampshire, US Department of Transportation and Federal Transit Administration funding and regulations, including procurement, Americans with Disabilities Act (ADA), Title VI, Drug and Alcohol and Disadvantaged Business Enterprise (DBE).
- Represents Nashua Transit System before varied Boards and Commissions and other public meetings, NH Department of Transportation, the Federal Transit Administration, the Nashua Regional Coordinating Council, NRPC Technical Transportation Advisory Committee, NH Transit Association, NEPTA and others as applicable.
- Evaluate on an ongoing basis the department's performance measures.
- Stay current with industry trends and changing regulations.
- Maintain a solvent financial future by seeking new funding sources, managing annual appropriations and pursuing competitive grant opportunities.
- Monitor and continuously update the Transit Asset Management (TAM) and the Agency Safety Plan.
- Continue to advance the passenger experience with the implementation of new technologies.
- Coordinate with other city departments in planning for the successful integration of transit as the city redevelops and with operational impacts during construction season.
- Assures that Nashua Transit Systems delivers high quality service and meets the needs and desires of current riders.
- Actively implement technologies, schedules, routes and services to attract new and choice riders.
- Reviews and prepares items for Board of Aldermen and subcommittees as directed by Division Director.
- Ensures complaints and requests for service submitted by residents and businesses are addressed in a timely fashion.
- Performs other duties and special projects as assigned.







# The Ideal Candidate

The ideal candidate will be someone seeking a meaningful career who is excited to lead Nashua Transit System and ensure it is a vital asset of the greater Nashua Region. The Transit Administrator must be professional, responsive, innovative, and dedicated to the mission of the City, Division and Department, and have a strategic vision for the future. The City is looking for someone who:

- Possesses a thorough knowledge of modern developments in the field of public transit.
- Thrives on challenges. Shows enthusiasm and a positive attitude in problem resolution.
- Demonstrates excellent presentation, written and verbal communication skills.
- Uses technology to improve the user experience and improve system efficiency.
- Brings a high degree of professionalism, proven leadership abilities, and can motivate and manage people and projects with limited resources.
- Is well experienced in change management, with an emphasis on process development implementation.
- Understands the workings of a municipal organization, policies and structures.
- Manages municipal budgets, as well as state and federal funds and grants.
- Skilled in mentoring and developing staff.
- Holds self and others accountable for actions.
- Successfully able to communicate with a wide variety of people, both within and outside the organization, to build support for transit and public-private partnerships.
- Is able to establish and maintain personal and professional relationships while building confidence and trust.
- Results oriented and focuses on outcomes and accomplishments, and is motivated by achievement.
- Listens attentively with an open mind to ideas expressed by others.
- Possesses the highest degree of integrity, honesty, and fairness.
- Remains calm when questioned or criticized; handles stressful situations effectively.
- Critically evaluates information to support a proposed course of action and resolves conflict.
- Makes commitments and follows through, deals openly, honestly and directly with others in a constructive manner.



## City of Nashua

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## To Apply, Please Visit:

[www.AppliTrack.com/Nashua/onlineapp/](http://www.AppliTrack.com/Nashua/onlineapp/)